

I am deaf and using the various Relay providers (text relay, IM Relay, Video Relay) is an essential part of my life. Without this technology and the use of relay providers, I would be dependent on family and friends to handle my business and personal phone calls. This is unacceptable to me, as I want to lead an independent life as much as possible. Deaf people continue to be affected as the world moves forward using newer and more efficient technology. Sometimes the technology is a step forward in increasing or improving access capabilities for the Deaf and at other times it is an impediment. The need for all video relay and on-line relay, and TTY/tdd relay providers to be interoperable and compatible regardless of equipment or software is essential in order to have full communication access to everyone. Thank you.

-Diana Pryntz